Case Management Capabilities for Health, Human Services, and Benefits
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Enhancing and protecting the health and well-being of citizens is no small task for agencies that oversee health, human services, and benefits programs. The ongoing need to modernize information technology (IT) systems, while streamlining services and lowering costs, further complicates this mission.

Forward-thinking CIOs and IT leaders understand the importance of using modular, interoperable development platforms to facilitate rapid, incremental system improvements and position their agencies to secure federal matching funds.

Case Management Purpose-built for the Public Sector

Entellitrak, Tyler Technologies’ low-code application development platform for case management makes it easy to configure solutions to support your agency’s mission. From our off-the-shelf applications to our preconfigured application accelerators, all the way through to a full Medicaid modernization project, Entellitrak-based solutions can be configured to support the workflows of virtually any health, human services, or benefits program.

These include (but are not limited to):

- Vocational Rehabilitation
- Program Integrity
- Veterans’ Benefits
- Medicaid/Home and Community Based Services Waiver Care Management
- Social Security and Medicaid Disability Case Management
- Appeals Management
- Medical Cannabis
- Public Health registries
- Comprehensive Child Welfare Systems (CCWIS)
- Additional programs
Vocational Rehabilitation (VR)

State vocational rehabilitation offices require ways to efficiently manage all aspects of VR services administration and resources. Tyler’s Entellitrak-based Vocational Rehabilitation software solution is designed to streamline services administration so that state vocational rehabilitation offices can remain compliant with the latest requirements under the Workforce Innovation and Opportunity Act (WIOA) and RSA Policy Directive 19-03. The solution automates paper-based processes and tasks, giving counselors and VR staff the freedom to focus on getting their participants the services they need. From tasks lists and correspondence wizards to built-in alerts, the solution supports collaborative case management that keeps participant-specific and case-specific documentation organized and accessible.

Key features include:

- All case(s) and participant information in one place, including detailed case and program notes
- Automated VR processes to streamline workload
- Automatic updates to Rehabilitation Services Administration (RSA) mandated reports
- Role-based dashboards for quick access to data and increased productivity
- Service plan management and forms
- Fiscal and budget management
- Compliance with mandated Pre-ETS services and agency’s minimum spend
- Self-service access for students, participants, counselors, vendors, and employers
- Program notes to track services performed in-house and comparable benefits
- Can be extended to manage additional state-level programs, such as intervention for the hearing impaired and business engagement programs
Program Integrity

Fighting fraud and abuse is a critical responsibility. To effectively prevent scams and detect, investigate, and prosecute allegations such as false claims and improper payments, agencies require tight coordination and real-time access to a common data set. Entellitrak can help Medicaid Program Integrity Units, Medicaid Fraud Control Units, Unemployment Program Integrity investigators, and similar entities collaborate across jurisdictions.

Entellitrak-based solutions manage fraud and abuse investigations and program integrity audits across the public sector, including by nine Federal Offices of Inspector General (OIG). They automate much of the time-intensive work involved in fraud investigation, beginning with intake validation and decision to investigate, so cases can be triaged based on estimated recoupments and effort to secure them.

The Entellitrak software platform can integrate with state of the art healthcare analytics platforms offered by other vendors. This creates a “total solution” for Program Integrity. In addition, Entellitrak supports a broad spectrum of investigative processes including case intake, decision to investigate, referral to another authority, appeals, recovery, and closure. Entellitrak’s continuous configurability also allows for the ever-changing environment of agency, regulatory, and statutory business requirements to be easily accommodated within the solution’s business processes.

Offices of Inspectors General

HEALTH AND HUMAN SERVICES SOLUTIONS

Veterans’ Benefits
Delivering services to the 18.6 million American veterans of military service requires effective case management. Tyler’s Veterans’ Benefits solutions support 35 state departments of Veteran’s Affairs, VA attorneys, as well as hundreds of counties and municipalities—with over 5,000 users. From eligibility determination and enrollment to claims submission and adjudication tracking, these solutions have specific workflows to support every stage of the benefit process. In addition, automated and pre-populated forms keep appointments short and claim filing efficient, helping to avoid delays in the claims administration process. Tyler solutions support the VA’s Benefits Intake and Benefits Claims APIs, allowing VSOs to electronically submit claims directly to the Department of Veterans Affairs which speeds submission and processing of the claim.

Medicaid/HCBS Waivers
Tyler solutions promote independence for Medicaid waiver program participants while providing timely information to their representatives, counselors, nurses, and Fiscal Employer and Income Maintenance Agency providers. Tyler’s Home and Community Based Services (HCBS) solution and other Entellitrak-based systems offer secure, web-based access to information about waiver services to authorized internal and external users.

In addition to supporting program participants, Tyler solutions can give state Medicaid agencies the ability to respond to legislative mandates and requests efficiently, thanks to the Entellitrak platform’s extensive built-in search and reporting capabilities. This allows the state to effectively manage both its cases and its waiting list. Entellitrak-based Medicaid waiver solutions feature:

- Secure access to case information for all stakeholders
- Automated business processes to expedite intake and claims processing
- Analytics capabilities to measure clinical data and outcomes
- Data exchange and integration capabilities
- Automated notifications

Wisconsin Department of Health Services - HCBS
Entellitrak supports one of the largest Medicaid Home and Community-Based Services 1915(c) waiver programs in the country, which lets individuals self-direct their long-term care benefits.

Children’s Benefits and Waiver Programs
Children’s benefit programs have specific enrollment and intake requirements that can be tricky to administer. Tyler’s Entellitrak-based solutions can make both enrollment and service delivery faster, easier, and more secure for all families seeking benefits and services for their children. Eliminating the need to mail hard-copy applications and physician signatures, these solutions reduce both the processing time and the risks associated with misdirected paperwork.

Wisconsin Department of Health Services
WI DHS also leverages Entellitrak to power the Children’s Program Intake Platform (CPIP), to streamline administration of the state’s Katie Beckett and Children’s Long-Term Support Waiver programs.
Social Security and Medicaid Disability Case Management

Tyler software has been used by benefits programs and entitlement programs nationwide for more than 40 years to manage millions of Social Security and Medicaid disability claims annually. Entellitrak-based solutions can be used to automate the end-to-end claims management process to help ensure cases are adjudicated right the first time.

Time-saving features reduce the strain on administrative staff through support for case intake, evidence collection, consultative exams, disability determination, quality control, and case closure. The solution tracks cases from receipt through adjudication to disposition, ensuring claims are processed quickly and cleanly. In addition, authorized users can view all recorded activity, which increases transparency, ensures accuracy, and assists with program-wide reporting.

Appeals Management

While specific processes may vary, all appeals share a common workflow. Each one includes an appellant, an issue or problem that requires resolution, and guidelines against which the appeal is made. There is often a detailed investigation and a formal review process before an appeal is handed off to a judge or board to render a decision.

Entellitrak is used throughout the public sector, including at the U.S. Department of Health & Human Services and state Medicaid agencies, to manage a broad range of appeals associated with healthcare, public assistance programs, insurance, workers’ compensation, land use, labor relations, and more. The system tracks case activities as appellants go through each phase of the appeals process, storing and indexing files and generating case-related correspondence regarding deadlines, status, and other activities. Appellants can file electronically and track their cases using a public portal.

Medical Cannabis

In states that allow the regulated use of cannabis to control pain and other debilitating conditions, medical cannabis registries help ensure compliance with evolving legislation. Multiple states across the country rely on Tyler’s Medical Cannabis Regulation software to facilitate the many administrative tasks associated with regulating medical cannabis. It is configurable to adjust to each state’s unique regulatory and legislative requirements to ensure efficient registration and enforcement for patients, physicians, caregivers, cultivators, agents, and other stakeholders.

Depending on the state’s needs, the system processes patient and caregiver applications, renewals, and payments. It allows patients to print fraud-resistant ID cards or access mobile ID. It supports live scan finger printing and criminal background checks, and enables real-time verification of patient assignments and plant counts. Tyler’s solution meets compliance standards for HIPAA, ADA & Section 508, FISMA Information Security, NIST Special Publication 800-53, and federal and state-level information assurance standards.

CMS Office of Medicare Hearings and Appeals (OMHA)

Business Process Outsourcing (BPO) providers use Entellitrak to manage Level 2 and 3 hearings and appeals.

Center for Medicare and Medicaid Services

Entellitrak is being utilized to manage Level 2 and 3 Hearings and Appeals and for State of California Medicaid Appeals.

Colorado Department of Public Health and Environment

Tyler’s Entellitrak platform powers the state’s Medical Marijuana Registry System.
**Public Health Registries**

Public health registries collect information about individuals with specific diagnoses or conditions, or from volunteers willing to participate in research about a particular disease. By aggregating responses to questionnaires, researchers and officials can understand where outbreaks are occurring and notify at-risk populations. Similarly, analyzing statistics obtained from vital records registries is essential to sound state health planning and policy development. In response to the national opioid crisis, providers and pharmacists increasingly rely on Prescription Monitoring Program registries to review patients’ controlled substance history before writing or filling a new script.

More recently, public health registries are being used to track healthcare directives, and for vaccine scheduling in response to the COVID-19 pandemic. Entellitrak can be configured to track and report information about these and other public health issues. Individuals can self-report their health status or schedule an appointment electronically via a secure portal, and collected data can be shared in real time among authorized individuals for collaborative analysis, while ensuring HIPAA compliance.

**Comprehensive Child Welfare Systems (CCWIS)**

Entellitrak-based CCWIS solutions can be used to track children and their families throughout the lifecycle of child welfare. Modules support intake, eligibility, case management, permanency, placement and licensing. The system can also be configured to track applications and associated documentation for every stage of the process for prospective adoptive and foster parents through an online portal. Functionality is also available to follow Child and Family Services-related appeals through to resolution in areas such as foster care, adoption assistance, child welfare services, social services, and others.

**California Department of Social Services State Hearings Division**

The Entellitrak-based Appeals Case Management System consolidated and replaced 22 aging systems including Medicaid and Child Welfare appeals across California.

**Additional programs**

The Entellitrak platform can be configured for other programs in the Health, Human Services, and Benefits area. For example, it can be used for early steps intervention referrals and assessments tracking, child care provider tracking and invoicing, and child support payments tracking. A care management agency could leverage the platform to manage care plan development and monitoring, assessments and screenings, budgets, service authorization and coordination, payment authorization and disbursement, and reporting. For disability and benefits case management, the Entellitrak platform is a proven solution for meeting an agency’s specific needs.
Medicaid Enterprise System Modernization

Tyler’s Entellitrak platform is ideally suited to address Medicaid Enterprise System (MES) modernization efforts. In keeping with HIPAA and MITA standards, Entellitrak’s open architecture, open standards, and flexible integration points afford all-around interoperability.

With Entellitrak, government agencies have the flexibility to embark on wholesale, system-wide modernization efforts. Alternatively, through what Gartner Research calls packaged business capabilities (PBCs), organizations can use Entellitrak to develop and deploy discrete components of larger Medicaid modules without the financial burden and disruption associated with large-scale upgrade efforts.

Entellitrak has been deployed in a variety of ways to support Medicaid operations, including:

- **Eligibility.** *Determination of eligibility for benefits and waiver programs.* Tyler supports the standalone eligibility functionality for the Children’s Program Intake Platform (CPIP), an electronic portal that supports field staff under contract with the Wisconsin Department of Health Services (WI DHS) who interact directly with children and families to determine eligibility for programs and services.

- **Program and Care Management.** *Administration of benefits and Home and Community Based Services (HCBS) programs.* Tyler supported a legacy modernization project to replace and upgrade functionality within the system that administers the WI DHS IRIS program. IRIS (an acronym for Include, Respect, I Self-Direct) is a $500 million Medicaid HCBS Waiver program assisting 22,000 Wisconsin residents.

- **End-to-End Appeals Management.** *Support for the whole appeals processes, including allowing beneficiaries and providers to submit appeals via a portal.* For examples, standard workflows guided by an Entellitrak-based system allow Medicaid agencies in states such as Wisconsin, Virginia, and California to assess appeals of eligibility and benefit decisions.

- **Medicaid Reporting.** *Reports and data analysis allow state agencies to meet federal financial reporting requirements associated with Medicaid programs.* One state’s Department of Public Health and Human Services leverages Entellitrak to combine eligibility and claims data with clinical information about social determinants of health—and make real-time adjustments to the data.

- **Program Integrity.** *Investigation of identified behaviors that could suggest fraud, waste or abuse.* State Medicaid agencies can leverage the same Entellitrak-based program integrity functionality that Tyler provides for nine federal Offices of Inspector General, including those in the Department of Commerce and Department of Transportation.

Whether through a legacy system replacement or an incremental PBC approach, Entellitrak gives agencies the building blocks they need to achieve cost-effective Medicaid Enterprise System modernization efforts.
Low-Code Application Development

Tyler Technologies’ HHS&B solutions are built on Entellitrak. Entellitrak is a secure, low code application development platform for case management. Entellitrak-based solutions have best practices, business rules, and terminology built right in.

Core case management capabilities include case capture, assignment, and tracking by case and program type; contact management; enterprise search; and flexible dashboards and reporting.

Fully integrated Entellitrak modules can facilitate document management, direct to case scanning, analytics, mobile access, public portal access, and more.

“Field staff have reported they like the [Entellitrak-based] application and have found it helps them communicate among each other, both within their own regional office and with those in other regions. We…ensured timely communication occurred and families didn’t fall through the cracks.”

Laura Knott
Wisconsin DHS staff member
About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to the public sector. Tyler’s end-to-end solutions empower local, state, and federal government entities to operate more efficiently and connect more transparently with their constituents and with each other.

By connecting data and processes across disparate systems, Tyler’s solutions are transforming how clients gain actionable insights that solve problems in their communities. Tyler has more than 27,000 successful installations across more than 11,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations.

Tyler was named to Government Technology's GovTech 100 list five times and has been recognized three times on Forbes' “Most Innovative Growth Companies” list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at tylertech.com.

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